

Document for Scanning Services for

RFP 08-16-PB

1. Please elaborate on what "rebound" means. What types of bindings are there (staples, paper clips, spiral binders, etc.)? Can documents be placed back into envelopes in the order received without re-inserting staples or re-binding comb (or other type of bindings) binders?

Some documents are stapled, some are paper clipped, and many are in envelopes. Spiral bound documents are extremely rare and would likely be slated for destruction (thus no re-binding necessary). The documents returned to COK should be stapled together by permit number and the envelope destroyed unless it is needed to contain an unusually large grouping of records. Typically, only 2-3 pages per permit/envelope are to be returned.

2. Approximately what percentage of the documents are double-sided (duplex)?

Approximately 30%

3. With mixed simplex and duplex originals, is it acceptable to use duplex scanning with automated blank backside removal or does the agency require the much more expensive process to review the backsides manually to remove blanks?

The City does not have a preference between automated or manual, provided adequate quality control measures are in place.

4. Approximately what percentage of the documents are color?

Approximately 15%

5. Do colored pages require color scanning? Could these be color photographs or is it more common to be color highlighting, redlines or land use designations? What is the expected quantity of color pages as a percentage?

Not all colored images require scanning in color; a list of documents needing to be scanned in color will be provided. Approximately 50% of the color images need to be scanned in color. We estimate approximately 15% of all documents,

are color. This includes photographs and color highlighting and redlines and drawings.

6. Is there color scanning required for the drawings? If so approximately what percent?

Some colored scanning is required for the construction drawings, it is estimated that approximately 10% of the drawing pages will require color scanning.

7. Would it be acceptable to simply scan any documents that contain color information in color? That would not include colored paper, only information or images in the document that is in color and/or photographs.

Yes, it would be acceptable to scan all colored images in color.

8. Can the agency consider lowering the requirement for 300dpi if the vendor is proposing to scan documents in gray or allow alternate pricing so the agency can see the cost impact of requiring 300dpi for document scanning?

Pricing should include 300dpi. The file size difference between monochrome and grayscale makes grayscale less desirable, unless the integrity of the document is compromised. This could be evaluated on a file by file basis, but the majority should be scanned in monochrome.

9. Can the agency consider grayscale in lieu of monochrome scanning?

See #8

10. Are black and white originals to be scanned in black and white and color originals in color?

Please see #5-8

11. What is the City's document management system?

TRIM, and EnerGov is the permitting database where the electronic files will be uploaded to.

12. Does the City's document management system have the ability to perform OCR? If so, would the City consider performing the OCR on documents after they have been scanned if it results in a lower cost to the City?

Proposals should include the cost to OCR; however, they can include an alternate option without doing the OCR.

13. Please describe the Permit Number format and "record type". How many characters, are they all numeric, alphabetic, or a mix of each? What are the different record types?

The permit number format for most recent years, is a mix of alpha and numeric, plus a dash, and is 11 characters long. Earlier records only have numeric (no dash or alpha) and have less characters (depends on year). We have 3 record types: essential, non-essential, and plans. An example of a file name would be BLD02-00112_Plan.

14. Is there a database or spreadsheet available that contains an index of the Permit Numbers and Record Types?

An index of the permit numbers will be provided. Please see #13 for list of record types.

15. Are the permit numbers filed sequentially?

No, boxes contain a mixture of permit numbers. Permit envelopes are filed by year applied and then by address. The plans are filed by retention period.

16. Will the permits filed in the envelopes have a permit number that will be tied to the permit number on the construction plan?

Not all permit documents have corresponding construction drawings, however, some permit envelopes contain plans, if they are small enough. Larger plans are stored separately from the envelopes.

17. Is the Permit Number and Record Type found on the envelope, or on the construction drawings?

The permit number is located on the envelope and the drawings. The record type is not, however, the documents will be organized by record type before the vendor receives custody.

18. Will the permit envelopes and construction documents be delivered as a single document with the same permit number?

No, there are three record types that will be scanned and named separately: essential, non-essential, and plans.

19. Are the construction drawings to be separate pdf files from the standard documents in envelopes or do they need to be merged into a single file?

The rolled drawings will be scanned as one separate pdf file and won't be merged with the standard documents in the permit envelope.

20. What percentage of records are to be destroyed? Please describe the process in more detail. Will it be specific pages within each record, certain types of permit numbers, a range of permit numbers, etc.? Do the records need to be shredded?

The majority of the records will be destroyed after scanning, approximately 90%. The records to be destroyed are not decided by permit numbers, but rather, based on the record type and retention schedule. The documents to be destroyed will be sorted and grouped together by permit number, and clearly marked when the vendor receives it. After successful scanning and logging, they can be recycled, shredding is not necessary.

21. What is the term of contract?

The term of this contract is December 2016, although we will be seeking additional funding for 2017 to scan remaining records if needed.

22. Can companies outside the USA apply?

There is nothing in the RFP that specifically prevents firms from outside the USA from competing for the contract. However, the logistics of securely transporting the documents to be scanned from the City of Kirkland to a foreign country, and then back to the City, would probably make a proposal cost prohibitive, especially given the number of qualified service providers in our local area.

23. Would we need to come over there for meetings?

There may be a need for periodic meetings, and it is expected that the firm awarded the contract would be responsible for transporting the records to their location for scanning and then returning records to the City. (See language under Purpose and Objective on page 2 of the RFP.)

24. In reference to the trainings provided to the vendor, will they be provided prior to the start of the project? Will the vendor need to come to Kirkland for the training?

Training will mostly occur before the start of the project, although additional training could occur if necessary. The chosen vendor will be expected to come to Kirkland for training.

25. Can we perform the tasks (related to RFP) outside USA?

While it may be technically feasible for the work to be performed outside the USA, the documents to be scanned are public records and must be protected as such.

26. Can we submit our proposals via email?

The RFP does allow for emailed proposals.

27. Would the City have interest in using a current Inter-Local Cooperative Agreement for these services?

Since the project has now been advertised and other firms have expressed an interest in submitting proposals, we will continue the RFP process.

28. If there are oversized drawings in the permit file, can they be moved to the back of the file for scanning?

Yes, during our pre-sort of the permit envelopes, we will separate the file types and move any enclosed drawings to the back of the file (except for site plans which are essential records and will be placed before the green separator sheet.)

29. It is stated that the agency desires the vendor to create a pdf for each document. Vendors will need to know the average number of pages per document so they can properly assess the amount of time necessary for staple removal and retaining the document structure for scanning and possible reassembly. Can the agency estimate the number of documents or allow us to indicate a price per document in addition to a price per image?

The amount of pages per document can vary greatly, especially between standard permit documents and construction drawings. A price per document and a price per image would be acceptable.

30. In lieu of reassembling the files can the agency consider a solution where the pages are returned to a box in order with a separator sheet between each document rather than actually rebinding the documents?

The documents which are returned need to be stapled or otherwise bound together.

31. In order to equitably compare vendors, can the agency consider a pricing spreadsheet with volumes by size of original, number of permits, amount of color content, % of fragile originals which might require flatbed scanning, etc.

A pricing spreadsheet would be considered.

32. Do the envelopes need to be scanned or retained or can they be discarded?

The envelopes don't need to be scanned or retained.

33. Can the envelopes contain oversized originals and are they included in the 8750 plan sets?

Yes, and yes.

34. Please confirm that the agency is estimating 8750 plan sets, each containing an average of 20 sheets resulting in 175,000 images.

If you mean "image" is the same as page or sheet, then that is correct.

35. Please define what is meant by a page. Are the 9 pages per envelope 9 pieces of paper, which if some are duplex could yield more than 9 images? Or is the agency estimating that 9 images will be created per envelope and there may be less than 9 pieces of paper?

Page means sheets of paper, of which some could be duplex. The 9 pages could yield more than 9 images. Please see #6 for duplex estimate.

36. Can the agency estimate the quantity of documents or pages that must be pulled post scanning for return to the agency? Can this effort be listed as a separate line item in the pricing schedule?

The majority of the records will be destroyed after scanning (approximately 90%) and will be separated within the envelopes, making them easily identifiable. The remaining 10% will need to be returned for archiving purposes. Listing this activity separately would be fine.

37. In order to properly catalog the document types, will our operators be able to easily recognize the document by bold text on the header, a form number, or other obvious visual cues, or may the operators be required to read documents looking make a determination? Are most of the documents standard forms?

The documents will be organized by record type before the vendor receives custody; each document type will be easily identifiable. The plan sets are considered one record type, the permit envelopes will contain 2-3 record types (essential, non-essential, and plans).

38. Can the agency provide a list of form types and estimate the frequency of each form and if it is a standard form?

If you mean record types, for the sake of this project, records will be broken down into 3 record types. The record types are: plans, essential, and non-essential. All (100%) plans fit under plan types. All (100%) permit envelopes will contain essential records, most (80%) will also contain non-essential, and some (20%) will contain plans (if there are few enough sheets to fit inside the envelope). The frequency of record types varies by permit; the percentages above are estimates.

39. "Has a retention period for the non-essential documents being destroyed been determined?"

A City of Kirkland retention schedule has been established for all record types, including non-essential records. A list will be provided to the selected vendor, along with their corresponding destruction numbers (DAN).

40. Are (will) the originals be in boxes ready for transportation? If already boxed, how many boxes are there and what are the dimensions of the boxes?

Yes, the records are in boxes and are ready for transportation. There are approximately 350 Bankers Boxes and 175 plan boxes. The boxes are mixed sizes. Most of the permit envelopes are in standard Bankers Boxes, although a small percentage (5%) are in double-sized Bankers Boxes. For the rolled plans, they are stored in plan boxes. The size varies; however, they do not exceed 38" x 10".

41. Can all of the originals be picked up at one time or are they to be taken in phases?

The rolled plans will be ready in 1-2 batches, although the other records will be ready in phases, spread out over a couple of months. Each batch would contain approximately 10-30 boxes at a time.

42. Is there a loading dock at the facility where the originals are currently housed?

No, we have a loading bay, not a loading dock. If palletization of the boxes is being contemplated, a vehicle with a lift gate would be needed.

43. How are the plans stored (rolled or flat)?

Most of our plan sets are rolled; however, smaller sets that are enclosed in the permit envelopes are folded flat.

44. What type of paper are the originals (bond, onion-skin, vellum...)?

Most records are on standard copy paper, although some of the older documents could be on other types of paper.

45. Will the City have any need to access the originals while they are in the vendor's possession?

It is unlikely, however, the City would need access to the originals if a public records request is received and the electronic copy hasn't been produced.

46. Please clarify the indexing requirement...e.g. will there be 88,750 multi-page pdf files to be indexed by permit number and type or is indexing to be done at the document level (resulting in 895,000 individually indexed files)?

All of the construction sized drawings are considered one record type, thus 8,750 indexed files. For the remaining 80,000, there will be 2-3 record types per file to be indexed.

47. Are the wide format plans intermingled with the permits or are wide format and small format originals separated?

Most of the wide format plans are separate from the smaller format documents; however, some of the smaller plan sets are enclosed in the permit envelopes.

48. Are the construction drawings to be separate pdf files from the standard documents in envelopes or do they need to be merged into a single file?

The rolled drawings will be scanned as one separate pdf file and won't be merged with the standard documents in the permit envelope. The folded plans in the envelopes will be scanned and merged with the other records in the envelope (site plan with essential documents, other plans with non-essential documents).

49. For large format drawings, approximately what percentage is each size:

- 11 x 17 = 5%
- 24 x 36 = 84%
- 32 x 40 = 10%
- Other (42 x 50) =- rare, about 1%

50. Where is the indexing information located (i.e. on the actual documents or on envelopes?)

The indexing information is on the actual document and on the envelope.

51. Is the vendor required to upload the scans directly into EnerGov?

No.

52. Does the City of Kirkland maintain a bidders list?

While there is no formal bidders list, the following firms have expressed an interest in this project: FreeDoc, SISNWINC, Modus Technology, Integrity Imaging Solutions, ARC Document Solutions, AtWork!, USArchives, Paperless Digital Solutions, Perfect Image, Inc., Micro Com Systems, Seven Outsource, Diskriter, ViaTRON Systems, Aptara, Progrio, Technical Imaging Systems, Inc., Retail Lockbox.

There may be other firms that we are unaware of that are interested in the project and they may submit proposals.

53. Does the selected vendor need to have a Kirkland business license?

Yes, the selected vendor will need to have a Kirkland business license after the contract is awarded.

54. On Page 2, the RFP states: "The records need to be rebound in their correct order prior to returning them to the City." This applies to only those documents that are actually being returned to the City and not to the documents that will eventually be logged and destroyed, correct?

Yes, that is correct. Only the documents returned to the city need to be rebound. The records to be destroyed and logged do not need to be rebound or in any particular order.

55. On Page 3, the RFP states: "Each scanned document must be saved electronically as an individual file referencing the permit number and record type in its title." Will the City please respond with a list of the different document types in order for vendors to evaluate the level of detail required for data capture/naming?

There are three different document types: essential, non-essential, and plans.

56. Regarding the sample provided during our examination of the documents, would the pages behind the green sheet in the sample be classified as the "Non-Essential" file type? *Yes*

- If so, is this consistent through the document collection? *Yes*
- If not, does the sample packet represent both essential and non-essential documents intermixed? *n/a*

57. According to Page 3 of the RFP, "Each scanned document must be saved electronically as an individual file referencing the permit number and record type

in its title." If the permit number was 12345, would the deliverable back to the city be 3 PDF files named:

- a. 12345 Plans
- b. 12345 Essential
- c. 12345 Non-Essential

Yes, for the permit envelopes, you could have up to three pdf files, and the files names would look similar to what's listed above, although we could abbreviate: 12345_P, 12345_E, 12345_N to reduce keystrokes.

58. In our examination of the plans, we noticed a stamp on the reverse side of the plans on at least one of the plan sets. Does this stamp need to be scanned/imaged as well?

The backside of the last sheet of the plan set contains stamps, labels, and other important information which needs to be scanned.

59. In the RFP, it asks for Professional Liability coverage which is typically for Doctors or Lawyers, Architects, etc. We have found with all of our projects that our General Liability coverage is acceptable to the hundreds of Cities, Government Agencies and Corporations. Can this be deleted from the requirements?

The Professional Services Agreement (PSA) only requires that a consultant carry professional liability insurance appropriate to their profession:

Found under section X, Liability Insurance Coverage and A, Minimum Scope of Insurance: "Professional Liability insurance appropriate to the Consultant's profession."

Given the nature of the work being performed, the professional liability insurance is not required. Because the coverage is not "appropriate to the Consultant's profession" there is no reason to delete the subsequent reference to the \$1,000,000 coverage.

60. Approximately what percentage of the documents are over thirty years old?

Approximately 10% of the records are over 30 years old.

61. How does Kirkland want the images returned?

The images need to be returned in a way that allows the files to be uploaded into our permitting software. The vendor should provide a cost-effective delivery method.

62. Is the Site Plan supposed to be indexed as Plan or as Essential or Essential Plan?

If the site plan is enclosed in the permit envelope, it will be indexed as essential and grouped with the other essential documents. If the site plan is attached to the rolled drawings, then it will be scanned as one file and indexed as plans.

63. Are other Plans that could be in the Essential section be indexed as Essential or Essential Plan?

No other plans will be included in the essential group.

64. Does the City want to have 1 PDF with multiple Bookmarks per section of the Permit envelope or does the City want multiple PDFs per Permit envelope? (Multiple meaning: 1 PDF or Bookmark for Essential, Non-Essential, Plans, and potentially Essential Plans.)

Multiple pdfs per permit envelope: one for essential, one for non-essential, and one for plans, if applicable.

65. Does the City have an acceptance period for the digital images and files? How long is the acceptance period?

A specific acceptance period has not been identified.

66. Is the vendor required to maintain a backup of the digital images after the files have been provided to the City via the preferred conveyance media? If so, for how long?

No, after the electronic files have been reviewed and accepted by the city, the vendor does not need to maintain a backup of the digital files.

67. How long after scanning the files will the Essential records need to be returned?

After the electronic files have been reviewed and accepted by the city, the essential files should be returned to the city in a reasonable, timely manner. A specific timeframe has not been established.

68. Does the City have a preferred method of Conveyance?

- FTP or Physical?

FTP is the preferred method, with some sort of physical backup; DVD is fine.

- If physical, does the city prefer DVD or hard drive?

DVD.

- If hard drive, will the City supply or will the vendor supply?

N/A.

69. What is the time for the vendor to hold the Non-Essential and Plans/DWG's until secure Disposition?

The vendor will hold the records until the electronic files have been reviewed and accepted by the city.

70. Does the City prefer that the vendor Dispose or does the city want to dispose and destroy?

After successful scanning, the vendor will log and destroy the documents.